Volume 6. Surveillance

CHAPTER 2. SPECIFIC TYPES OF INSPECTIONS

SECTION 18. OPERATIONAL CONTROL INSPECTIONS (PTRS CODE 1636)

451. BACKGROUND. This section contains direction and guidance to be used by principal operations inspectors (POI), geographic program managers (GPM) and operations inspectors when planning, conducting, and reporting on operational control inspections. Operational control inspections are applicable to all Title 14 of the Code of Federal Regulations (14 CFR) part 121 operators and 14 CFR part 135 commuter operators. Separate paragraphs of this section cover inspections of dispatch systems and domestic operations, supplemental operations, part 121 extended overwater operations, and part 135 commuter operations. Job aids for each of these inspection elements are provided at the end of this section.

A. Part 135 On-Demand Operators. The inspection of the operational control function of a part 135 on-demand operator is accomplished during a base inspection (see section 11 of this chapter for procedures and job aids). Inspectors should be familiar with the background material in volume 3, chapter 6, sections 1 and 5 of this handbook concerning dispatch, flight-following, and flight-locating, and should use these sections for reference.

B. Inspection of Operational Control Functions at Line Stations. An operational control inspection is conducted at the facility where the operator authorizes or releases flights. Operators commonly perform limited operational control functions at line stations, but they may not authorize or release flights at these locations. The line station portion of operational control functions is inspected during station facilities inspections (see section 19 of this chapter for procedures and job aids). Inspectors conducting station facilities inspections should be familiar with volume 3, chapter 6 of this handbook concerning dispatch, flight-following, and flight-locating, and should use it for reference.

C. Inspection of Operators with 50 or More Aircraft. Operational control inspections of operators having 50 or more aircraft should be accomplished by a team. The team leader shall be designated by either the POI or the GPM having responsibility for conducting the inspection according to chapter 1, section 3 of this volume.

(1) When the operational control inspection is conducted by a geographic surveillance unit (GSU), the certificate management unit (CMU) should provide at least one team member. When the inspection is conducted by the CMU, the CMU shall provide the team. The office responsible for conducting the inspection should request the assistance of other offices when needed.

(2) An inspector qualified as a dispatcher according to volume 5, chapter 4 should be assigned to the team. The manager responsible for the inspection shall locate an appropriately qualified inspector with the assistance of the responsible regional flight standards division (RFSD).

453. OBJECTIVE. An operational control inspection has two primary objectives. The first objective is for the inspector or team to ensure that the operator is in compliance with the minimum requirements of 14 CFR and the operations specifications (OpSpecs). The second objective is for the inspector or team to ensure that the operator's system of control provides positive assurance of public safety. The operator must meet both objectives to obtain and retain an operating certificate under part 121, § 121.27(a)(2) or part 135, § 135.13(a)(2). To make this determination, the inspector or team must evaluate the operator to ensure that the following criteria are met:

- Responsibility for operational control is clearly defined
- An adequate number of operational control personnel are provided
- Applicable manuals contain adequate policy and guidance to allow operational control personnel and flightcrews to carry out their duties efficiently, effectively, and with a high degree of safety
- Operational control personnel are adequately trained, knowledgeable, and competent in the performance of their duties
- Flight control personnel and flightcrews have been provided with the necessary information for the safe planning, control, and conduct of all flights
- The operator provides adequate facilities
- The operator performs all operational control functions required by the regulations

- The operator performs all functions necessary to provide adequate operational control in the environment in which the operations are conducted
- Adequate emergency procedures and contingency plans have been formulated

455. PRACTICES AND PROCEDURES. Inspectors conduct operational control inspections through systematic manual reviews, records inspections, observations, and interviews.

A. Inspector Preparation and Manual Review. Before starting an operational control inspection, the inspector should become thoroughly familiar with the sections of volume 3, chapter 6 of this handbook that are applicable to the operator. Inspectors must then become familiar with the operational control sections of the operator's general operations manual (GOM). This manual review is both the first step in the inspection process and preparation for subsequent steps. The job aids for the various aspects of the inspection contain the topics which should be included in the operator's manuals. Inspectors should use the job aids located at the end of this section to determine if the necessary topics are covered and volume 3, chapter 6 to determine if the contents of the operator's manual are acceptable.

B. Records Checks, Interviews, and Observations. The inspector should establish with the operator a mutually convenient time for conducting the records checks and interviews. The direction and guidance for inspectors on the techniques of conducting records inspections is contained in sections 9 and 20 of this chapter.

(1) Inspectors must conduct interviews with both management and working-level personnel to meet inspection objectives. Inspectors should plan these interviews so that the required information can be obtained without distracting personnel from their duties and responsibilities. To prevent intruding into actual operations, the inspector should, if possible, conduct these interviews privately and away from the flight control center.

(2) Inspectors must observe actual flight-release operations. Before beginning these observations, an inspector should request a tour of the operator's facility for orientation, during which the inspector should observe a number of different people at work. The inspector should ask questions; however, care must be taken not to distract or interfere with the individuals in the performance of their assigned duties. An effort should be made by the inspector to make observations during periods of peak activity, adverse weather, or during nonroutine operations. POIs of large operators should arrange to have these observations conducted at random times throughout the year, preferably in periods of inclement weather.

(3) Inspectors should observe competency checks being conducted to evaluate the knowledge level of dispatchers and the performance of the supervisor.

457. EVALUATION OF AN AIR CARRIER'S OPERATIONAL CONTROL PROCEDURES.

A. Background.

(1) In January 2000, a U.S.-certificated domestic air carrier experienced a fatal accident. As a result of the investigation, the National Transportation Safety Board (NTSB) made recommendations relating to this accident that directly address air carrier operational control processes. The NTSB also recommended that certificate management offices conduct surveillance of airline dispatch and maintenance control personnel to ensure that their training and procedures provide appropriate dispatch support to pilots who experience a malfunction that threatens safety of flight. In addition, the NTSB recommended that the FAA instruct air carriers to refrain from suggesting continued flight in the interest of airline scheduling.

(2) Commercial air carriers are business entities operated for profit. Business managers prioritize and manage the carrier's resources to optimize business and objectives in long-term planning and in daily operations. These objectives and decisions have a close relationship with the management of the air carrier's operations (see figure 6.2.18.4).

(3) For domestic and flag operations, the dispatcher and the pilot in command (PIC) are jointly responsible for operational control of flight operations in accordance with the regulations, operations specifications (OpSpecs), and company procedures. For supplemental operations, the director of operations (DO), or his/her designee, and the PIC are responsible for operational control in accordance with the regulations, OpSpecs, and company procedures.

(4) Many air carriers have established an organization, generally identified as Systems Operations Control (SOC), to integrate business management and operational control functions. By integrating these functions, safety and regulatory compliance are properly considered in business decisions. The manager of the SOC is generally responsible for coordinating all functions in the SOC center. He or she acts as a support mechanism to the dispatcher or the designated individual (supplemental) to ensure the safest operation is conducted. While SOC business management may be overseen by corporate functions, such as marketing, customer service, and finance, inspectors should determine that the operational control decisionmaking is not influenced by the marketing or financial motivation of the company.

B. Inspector Procedures.

(1) Each inspector should determine that his/her air carrier's manuals have documented processes that describe a clear separation between business management and operational control. The carrier's manuals should have clear guidance showing the position descriptions, duties, responsibilities, and authorities of those involved in all aspects of operational control, such as:

- Director of Operations (DO)
- Chief pilot
- Dispatcher (domestic and flag operations)
- Flight follower (supplemental operations)
- Pilot-in-command (PIC)
- Manager, Flightcrew Scheduling
- Manager, Maintenance Control
- Manager, Systems Operations Control (SOC)

(2) Each inspector also should determine that his/her air carrier's operations manuals outline the scope of responsibility and limitations on decision-making recommendations and the line of communications for company departments not directly related to operational control, but which could influence or affect operational control decisions.

NOTE: Refer to the operational control diagram in figure 6.2.18.4.

NOTE: It should be emphasized that all operational control personnel are committed to safety first, followed by regulatory compliance and sound business sense. A corporate philosophy should include the fact that the dispatcher, the PIC, and/or the DO, or his/her designee (supplemental), has the authority to modify a business decision for safety or regulatory reasons.

(3) Each inspector should ensure that his/her air carrier's operation manuals and checklists contain clear and concise statements of corporate policies and procedures concerning operational control, particularly as they relate to emergency/non-normal situations.

(4) Outside participants in the operational control process (business decisionmakers) should not place undue pressure on a PIC's ability to exercise his/her emergency authority. To prevent such pressure, an inspector should see that the carrier's emergency/non-normal checklists contain the statement, "Land as soon as Possible or Practical," in at least the areas stipulated by the manufacturer, as in the case of Fire Indication or Flight Control Problems, etc. In addition, the last item on the appropriate emergency/non-normal checklist should read, "End of Procedures," to help a flightcrew understand that the "FAA-approved Emergency/Non-Normal Checklist" is now complete. Notwithstanding the PIC's, aircraft dispatcher's, and FDO's authority to evaluate the performance and handling capabilities of the aircraft, weather, navigational facilities, and landing surface conditions, any outside influence after the completion of the checklist may be construed as "in-flight trouble shooting." Upon completion of the checklist, the PIC should evaluate the current status of the aircraft and systems to facilitate his/her decision on the safety of continued flight versus diversion. The critical nature of this decision rests solely with the PIC and operational control group.

(5) Inspectors should determine that the Emergency Operations sections of the air carrier's manuals give clear guidance as to when the PIC must declare an emergency and execute his/her emergency authority. It should also provide guidance as to when the aircraft dispatcher may declare an emergency apart from the PIC; for example, when communication with the PIC is impossible or impractical. This guidance should indicate that the aircraft dispatcher may take any action he/she considers necessary under the circumstances. Guidance should include clear, concise procedures regarding communications with the PIC, dispatch, and/or air traffic control (ATC).

(6) Certain dispatch procedures are extremely important, particulary in air carriers with moderate to heavy dispatcher workloads. Inspectors must consider that, under normal circumstances, a dispatcher simultaneously monitors several aircraft in flight, works on releases, and exercises coordination functions. When an emergency occurs, or is in progress, and is not isolated, the dispatcher's workload greatly increases. This may lead to errors or omissions that could further jeopardize safety of flight. Inspectors should determine that the air carrier manuals address these procedures during emergencies:

- dispatcher handling of emergencies
- transfer of authority and responsibility to another qualified dispatcher or qualified dispatcher supervisor due to increased workload during handling of an emergency or abnormal situation
- isolation of the emergency
- level of emergencies to be handled by inexperienced dispatchers
- handling of emergencies by inexperienced dispatcher

(7) Inspectors should audit flight crewmember training programs (ground and flight) to see that emergency/non-normal operation policies and the PIC's responsibilities in declaring an emergency are emphasized.

(8) Inspectors should review both crew resource management (CRM) and dispatcher resource management (DRM) training programs to verify that both the decision-making process and effective communications are addressed. All participants in the Operational Control decision team should be encouraged to attend these training programs.

(9) Air carriers should be encouraged to develop a course curriculum for "Captain's Leadership." The contents of this training should be developed around corporate cultures, policies, reinforcement of CRM and DRM, and the

PIC's and dispatcher's authority and responsibilities as they directly relate to safety and operational control.

(10) Air carriers should be encouraged to develop realistic situational scenarios for dispatcher training in handling various levels of emergencies. These scenarios would be required test items in initial and recurrent dispatcher competency checks. The scenario testing would also serve to frequently test procedures and communications during emergencies.

NOTE: Any accident, incident, or occurrence investigation should include a thorough review and analysis to determine that the air carrier's policies were in place and were being used.

C. Special Attention To The Conduct of Supplemental Operations.

(1) *Situation 1.* When conducting supplemental operations, flag and/or domestic air carriers often delegate some or all operational control authorities to a dedicated dispatch desk, often called "Charters," or to any dispatcher on duty when these operations are few or infrequent. Dispatchers often take these flights as their "responsibility." There are instances where DOs often relax their operational control responsibility because "a dispatcher is handling the flight." The DO may delegate authority for operational control but not his/her responsibility.

(2) *Situation 2.* If a supplemental air carrier employs certificated aircraft dispatchers as flight followers and the DO delegates operational control authority to them, Operations Manuals shall clearly specify the scope and limitations of authority. The manual chapters containing those procedures should be referenced in OpSpec A008 (operational control). The communications procedures between the PIC and the dispatcher, and the dispatcher and the DO, should be clearly defined. In addition, inspectors should determine if the DO and flight followers clearly understand their level, scope, and limitations of authorities and responsibilities.

458. - 466. RESERVED.

FIGURE 6.2.18.1.
DISPATCH JOB AID

NOTE: This job aid applies to all part 121 flag and domestic operators conducting operations within the contiguous states. The job aid that applies to part 121 extended overwater operations (see figure 6.2.18.3.) should also be used when applicable.

Inspectors should mark the appropriate response to each item in the "Yes/No" column. Use the "FAA Response" column for notes, regulatory references, or other helpful information. Use the "Operator Reference" column to identify where the item is covered in the operator's manual system.

Item	Yes/No	FAA Response	Operator Reference
A. *Authorized Operations.*			
(1) Are the operations that may and may not be conducted according to the Opspecs (including areas of operation) clearly specified?			
(2) Are there clear definitions of domestic, flag, and supplemental operations? Are there clear definitions of the rules under which each of these operations is conducted?			
(3) Are the applicable regulations identified and the operator's policies applicable to each type of operation clearly stated?			
B. *Manuals.*			
(1) Is there a section of the general operations manual (GOM) in which the policy and guidance for operational control has been collected for the guidance of flightcrews and dispatchers?			
(2) Are the topics listed on this job aid adequately covered?			
(3) Is the applicable section of the GOM readily available to dispatchers and flightcrews while they perform their duties?			
(4) Is the copy of the operator's GOM that is available to dispatchers or flightcrews current?			
C. *Original Release.*			
(1) Are the conditions clearly stated under which a flight may and may not be dispatched?			

FIGURE 6.2.18.1 (Con't)
DISPATCH JOB AID

Item	Yes/No	FAA Response	Operator Reference
(2) Are the conditions stated under which a flight must be re-routed, delayed, or cancelled?			
(3) Does the flight release contain all required elements?			
(4) Are limitations required in the remarks of the release?			
(5) Is a written copy of weather reports and forcasts (including PIREPs) and NOTAMs attached to the release and provided to the flightcrew?			
D. *Responsibility for Pre-departure Functions.*			
(1) Are the responsibility and procedures for accomplishing the following functions clearly specified?			
Crew assignment			
Load planning			
Flight planning			
Release of the aircraft from maintenance			
Control of MEL and CDL limitations			
Weight and balance			
(2) Have adequate procedures for cross-checking and verifying these activities been established?			
(3) Is each of these procedures effective?			
(4) What means has the operator established for the PIC and dispatcher to ensure that each of these functions has been satisfactorily accomplished before the aircraft departs?			
E. *Dispatcher Briefing.*			
(1) How do the operator's procedures provide for briefing of the PIC by the dispatcher?			
(2) Is the minimum content of the briefing specified and adequate?			
F. *Dual Responsibility.*			
(1) How are the signatures of both the PIC and the dispatcher on the dispatch release accomplished?			

FIGURE 6.2.18.1 (Con't)
DISPATCH JOB AID

Item	Yes/No	FAA Response	Operator Reference
(2) Is the PIC's obligation to operate the flight according to the release, or to obtain an amended release, clearly stated?			
G. *Flight-Following.*			
(1) Are the dispatcher's flight-following requirements and procedures clearly stated?			
(2) Is policy and guidance provided to flightcrews and dispatchers for monitoring fuel en route?			
(3) Are flightcrew reporting requirements and procedures clearly stated?			
(4) Are there specified procedures for dispatchers to follow when a required report is not received?			
(5) Is a record of communication made and retained?			
H. *Inability to Proceed as Released.*			
(1) Is a policy stated concerning the PIC's latitude to deviate from a dispatch release without obtaining a new release?			
(2) Is there specific and adequate direction and guidance to PICs and dispatchers for the actions to take when a flight cannot be completed as planned (such as destinations or alternates below minimums, runways closed or restricted)?			
(3) Are there procedures to follow in case of diversion or holding specifically and clearly stated?			
I. *Weather.*			
(1) Does the operator obtain weather reports from an approved source?			
(2) Are forecasts based on approved weather reports?			
(3) Does the operator have an EWINS? Are procedures for making flight movement forecasts clearly specificed? Are those individuals authorized to make a flight movement forecast clearly specified? Are other individuals specifically prohibited from making flight movement forecasts?			

FIGURE 6.2.18.1 (Con't)
DISPATCH JOB AID

Item	Yes/No	FAA Response	Operator Reference
(4) Does the operator have an adverse weather system?			
(5) Does the operator have adequate procedures for providing the latest available weather reports and forecasts to flightcrews while the flight is en route?			
(6) Does the operator have adequate procedures for updating weather information when the aircraft is delayed on the ground?			
J. *Weather Minimums.*			
(1) Is release under VFR authorized by OpSpec B033(d)?			
(2) If so, has the forecast and actual weather allowed VFR flight to destination on those flights so released?			
(3) Have turbojet aircraft been released under VFR?			
(4) What IFR departure minimums are authorized by OpSpec C056?			
(5) When flights are released with the departure airport below landing minimums, are takeoff alternates named on the dispatch release?			
(6) What destination weather minimums are authorized by Opspec C053?			
(7) What weather minimums are authorized by Opspec C057 for "high minimums" captains?			
(8) How does the operator ensure compliance with Opspec C054(b) (operable centerline lighting and 15% additional runway for turbojet operations for operations below 300 and ¾)?			
(9) When a flight is released to a destination below CAT I minimums, is that airplane type authorized at CAT II or CAT III operations at that location according to OpSpec C059 or C060?			
(10) When destination alternates are required, are they named on the dispatch release?			

FIGURE 6.2.18.1 (Con't)
DISPATCH JOB AID

Item	Yes/No	FAA Response	Operator Reference
(11) Is the weather at the named alternate airport equal or better than that required by OpSpec C055?			
(12) Is "marginal" defined for the designation of two alternates on the dispatch release?			
(13) Are two alternates designated when required?			
(14) How does the operator ensure that dispatchers are aware of these limitations before dispatching a flight?			
(15) Do weather forecasts from the trip records show that these limits have been complied with for dispatch?			
K. *Selection of Alternates.*			
(1) Is policy, direction, and guidance provided for the selection of alternates?			
(2) Is terrain and engine-out performance considered in the alternate selection?			
L. *NOTAMs.*			
(1) Is the required NOTAM information provided (Class I, Class II, Local, and FDC)?			
M. *Information.*			
(1) What provisions does the operator make for supplying airport and navigation information?			
(2) What means does the operator use to comply with the requirement for an airport data system? Is it adequate?			
(3) Are flightcrews provided with written flightplans for monitoring flight progress and fuel burn?			
(4) How does the operator provide data to dispatchers on takeoff and landing minimums at each airport?			
(5) Do dispatchers have immediate access to such data?			
(6) Are provisions made for nonstandard operations, such as inoperative centerline lighting?			

FIGURE 6.2.18.1 (Con't)
DISPATCH JOB AID

Item	Yes/No	FAA Response	Operator Reference
N. *Fuel.*			
(1) Are all the required increments of fuel provided (start and taxi, takeoff to arrival at destination, approach and landing, missed approach, alternate fuel, 45 minutes of reserve, and contingency fuel)?			
(2) Are the operator's policies concerning contingency fuel adequate for the environment in which operations are conducted?			
(3) Are there minimum fuel procedures specified for both dispatchers and PICs?			
(4) When aircraft are dispatched without an alternate, is adequate contingency fuel carried for unforcast winds, terminal area delays, runway closures, and contingencies?			
O. *Emergency Procedures.*			
(1) Are emergency action procedures and checklists published and readily available for the following emergencies?			
In-flight Emergency			
Crash			
Overdue or missing aircraft			
Bomb threat			
Hijacking			
P. *Changeover Procedures.*			
(1) Is an adequate overlap provided for the dispatcher being released to brief the oncoming dispatcher on the situation?			
Q. *Trip Records.*			
(1) Are the required trip records carried to destination?			
(2) Are trip records retained for 30 days?			
II. DISPATCHERS AND METEOROLOGISTS			
A. *Qualification.*			
(1) Are all dispatchers certified?			
(2) Have all dispatchers successfully completed a competency check within the eligibility period?			
(3) Have all dispatchers completed route familiarization within the preceding 12 calendar months?			

FIGURE 6.2.18.1 (Con't)
DISPATCH JOB AID

Item	Yes/No	FAA Response	Operator Reference
(4) How does the operator ensure that dispatchers are currently familiar with the areas in which they work?			
(5) How are meteorologists qualified?			
B. *Knowledge of Weather.*			
(1) Are dispatchers knowledgeable about the following weather conditions?			
Surface (fronts, fog, low ceilings, etc.)			
Upper air (tropopause, jet streams)			
Turbulence (pressure and temperature gradients)			
Severe (low-level windshear, microburst, icing, thunderstorms)			
(2) Can dispatchers read a terminal report, forecast accurately, and interpret the meanings?			
(3) Can dispatchers read various weather depiction charts and interpret the meanings?			
(4) Can dispatchers read upper-air charts and interpret the meanings?			
C. *Knowledge of the Area.*			
(1) Do dispatchers immediately recognize the airport identifiers for the airports in the area in which they are working?			
(2) Are dispatchers generally familiar with the airports in the area in which they are working (number and length of runways, available approaches, general location, elevation, surface temperature limitations)?			
(3) Are dispatchers aware of which airports, in the areas in which they are working, are special airports, and why?			
(4) Are dispatchers aware of the terrain surrounding the airports in the areas in which they are working?			
(5) Are dispatchers aware of dominant weather patterns and seasonal variations of weather in the area?			
(6) Are dispatchers aware of route segments limited by drift-down?			

FIGURE 6.2.18.1 (Con't)
DISPATCH JOB AID

Item	Yes/No	FAA Response	Operator Reference
D. *Knowledge of Aircraft and Flight Planning.*			
(1) Are dispatchers aware of the general performance characteristics of each airplane with which they are working (such as average hourly fuel burn, holding fuel, engine-out, drift-down height, effect of an additional 50 knots of wind, effect of a 4,000-foot lower altitude, crosswind limits, maximum takeoff and landing weights, required runway lenghts)?			
(2) Can dispatchers read and explain all the items on the operator's flightplan?			
E. *Knowledge of Policy.*			
(1) Are dispatchers knowledgeable of the OpSpecs, particularly such items as authorized minimums?			
(2) Are dispathers aware of the policies and provisions of the operator's manual as discussed under policies and procedures?			
F. *Knowledge of Responsibilities.*			
(1) Are dispatchers knowledgeable of their responsibilities under 14 CFR (such as briefing PIC; canceling, rescheduling, or diverting for safety; in-flight monitoring; in-flight notification to PIC)?			
(2) Are dispatchers knowledgeable of their responsibilities under the operator's manual as discussed in paragraph A?			
(3) Are dispatchers aware of their obligations to declare emergencies?			
G. *Proficiency.*			
(1) Are dispatchers competent in the performance of their assigned duties?			
(2) Are dispatchers alert for potential hazards?			
H. *Duty Time.*			
(1) Are the regulatory duty time requirements being complied with?			
III. SUPERVISORS			
A. *Qualification.* Are supervisors qualified and current as dispatchers?			

FIGURE 6.2.18.1 (Con't)
DISPATCH JOB AID

Item	Yes/No	FAA Response	Operator Reference
B. *Conduct of Checks.* Are competency checks appropriate, thorough, and regorous?			
IV. FACILITIES AND STAFF			
A. *Physical.*			
(1) Is enough space provided for the number of people working in the dispatch center?			
(2) Are the temperature, lighting, and noise levels conducive to effective human performance?			
(3) Is access to the facility controlled?			
B. *Information.*			
(1) Are dispatchers supplied with all the information they require (such as flight status, maintenance status, load, weather, facilities?)			
(2) Is the information effectively disseminated and displayed? Can information be quickly and accurately located without overloading the dispatcher?			
(3) Are real-time weather displays available for adverse weather avoidance?			
C. *Communications.*			
(1) Can a dispatcher establish rapid and reliable radio communications (voice or ACARS) with the captain when a flight is parked at the gate?			
(2) How much time does it take to deliver a message to an en route flight and get a response?			
(3) Are direct-voice radio communications available at all locations? Are they reliable? If communications facilities are shared with other airlines, does traffic congestion preclude rapid contact with a flight?			
(4) If hub-and-spoke operations are conducted, are there adequate communication facilities available to contact and deliver a message to all arriving flights within a 15-minute period?			

FIGURE 6.2.18.1 (Con't)
DISPATCH JOB AID

Item	Yes/No	FAA Response	Operator Reference
(5) Are backup communications links available in case of a failure of the primary links?			
D. *Management.*			
(1) Has overall responsibility for operations in progress been assigned to one individual who can coordinate the activities of all the dispatchers?			
(2) Have procedures been established for coordinating with central flow control?			
(3) Have adequate internal communications links been established?			
E. *Workload.*			
(1) What method does the operator use to show compliance with the requirement to assign enough dispatchers during periods of normal operations and periods of nonroutine operations?			
(2) Are the operator's methods adequate?			
(3) Do dispatchers have enough time to perform both dispatch and flight-following duties in a reasonable manner?			

FIGURE 6.2.18.2.
PART 121 FLIGHT RELEASE JOB AID (SUPPLEMENTAL OPERATIONS)

NOTE: This job aid applies to all part 121 supplemental operators for operations within the contiguous states. Figure 6.2.18.3., the job aid used for part 121 extended overwater operations, should also be used when applicable.

Inspectors should mark the appropriate response to each item in the "Yes/No" column. Use the "FAA Response" column for notes, regulatory references, or other helpful information. Use the "Operator Reference" column to identify where the item is covered in the operator's manual system.

Item	Yes/No	FAA Reference	Operator Reference
I. POLICIES AND PROCEDURES			
A. *Authorized Operations.* Are the operations that may and may not be conducted according to the OpSpecs (including areas of operation) clearly specified?			
B. *Manuals.*			
(1) Is there a section of the general operations manual (GOM) in which the policy and guidance for operational control has been collected for the guidance of flightcrews and flight-followers?			
(2) Are the topics listed on this job aid adequately covered?			
(3) Is the applicable section of the GOM readily available to flight-followers and flightcrews while they perform their duties?			
(4) Is the copy of the operator's GOM current?			
C. *Original Release.*			
(1) Are the conditions clearly stated under which a flight may and may not be released?			
(2) Are the conditions stated under which a flight must be re-routed, delayed, or cancelled?			
(3) Does the flight release contain all required elements?			
(4) Are limitations required in the remarks?			
(5) What provisions are made for PICs and flight-followers to obtain weather reports and forecasts (including PIREPs and NOTAMs)?			

FIGURE 6.2.18.2 (Con't)
PART 121 FLIGHT RELEASE JOB AID (SUPPLEMENTAL OPERATIONS)

Item	Yes/No	FAA Response	Operator Reference
D. *Responsibility for Pre-departure Functions.*			
(1) Are the responsibility and procedures for accomplishing the following functions clearly specified?			
Crew assignment			
Load planning			
Aircraft routing			
Flight planning			
Release of the aircraft from maintenance			
Control of MEL and CDL limitations			
Weight and balance			
(2) Have adequate procedures for cross-checking and verifying these activities been established?			
(3) Is each of these procedures effective?			
(4) What means has the operator established for the PIC and flight-follower to ensure that each of these functions has been satisfactorily accomplished before the aircraft departs?			
E. *Dual Responsibility.*			
(1) How is the concurrence of the flight-follower obtained before the PIC signs the release?			
(2) Is the PIC's obligation to operate the flight according to the release, or to obtain concurrence of the flight-follower for an amended release, clearly stated?			
F. *Flight-Following.*			
(1) Are the flight-follower's duties and procedures clearly stated?			
(2) Is policy and guidance provided to flight-followers for monitoring flight movements?			
(3) Are flight-following procedures effective?			
G. *Inability to Proceed as Released.*			
(1) Is a policy stated concerning the PIC's latitude to deviate from a dispatch release without obtaining a new release?			

FIGURE 6.2.18.2 (Con't)
PART 121 FLIGHT RELEASE JOB AID (SUPPLEMENTAL OPERATIONS)

Item	Yes/No	FAA Response	Operator Reference
(2) Is there specific and adequate direction and guidance to PICs and flight-followers for the actions to take when a flight cannot be completed as planned (such as destinations or alternates below minimums, runways closed or restricted)?			
(3) Are procedures to follow in case of diversion or holding specifically and clearly stated?			
H. *Weather.*			
(1) Does the operator obtain weather reports from an approved source?			
(2) Are forecasts based on approved weather reports?			
(3) Does the operator have an EWINS? Are procedures for making flight movement forecasts clearly specified? Is the priviledge of making a flight movement forecast limited to meteorologists and specifically trained dispatchers? Are other individuals specifically prohibited from making flight-movement forecasts? As part of the requirements for an EWINS, does the flight-follower have the capability to contact flights while they are en route?			
(4) Does the operator have an adverse weather system?			
(5) Does the operator have adequate procedures for the flightcrews to obtain the latest available weather report while the flight is en route?			
(6) Does the operator have adequate procedures for updating weather information when the aircraft is delayed on the ground?			
I. *Weather Minimums.*			
(1) Is release under VFR authorized by OpSpec B033(d)?			
(2) If so, do the forecast and actual weather allow VFR flight to proceed to destination on those flights so released?			
(3) Have turbojet aircraft been released under VFR?			

FIGURE 6.2.18.2 (Con't)
PART 121 FLIGHT RELEASE JOB AID (SUPPLEMENTAL OPERATIONS)

Item	Yes/No	FAA Response	Operator Reference
(4) What IFR departure minimums are authorized by OpSpec C056?			
(5) When flights are released with the departure airport below landing minimums, are takeoff alternates named on the dispatch release?			
(6) What destination weather minimums are authorized by Opspec C053?			
(7) What weather minimums are authorized by Opspec C057 for "high minimums" captains?			
(8) How does the operator ensure compliance with Opspec C054(b) (operable centerline lighting and 15% additional runway for turbojet operations for operations below 300 and ¾)?			
(9) When a flight is released to a destination below CAT I minimums, is that airplane type authorized at CAT II or CAT III operations at that location according to OpSpec C059 or C060?			
(10) When destination alternates are required, are they named on the dispatch release?			
(11) Is the weather at the named alternate airport equal or better than that required by OpSpec C055?			
(12) Is "marginal" defined for the designation of two alternates on the dispatch release?			
(13) Are two alternates designated when required?			
(14) How does the operator ensure that flight-followers are aware of these limitations before concurring with the release of a flight?			
(15) Do weather forecasts from the trip records show that these limits have been complied with for dispatch?			
J. *Selection of Alternates.*			
(1) Are policy, direction, and guidance provided for the selection of alternates?			

FIGURE 6.2.18.2 (Con't)
PART 121 FLIGHT RELEASE JOB AID (SUPPLEMENTAL OPERATIONS)

Item	Yes/No	FAA Response	Operator Reference
(2) Are terrain and engine-out performance considered in the alternate selection?			
(3) Is an alternate airport always designated?			
K. *NOTAMs.*			
(1) Is the required NOTAM information provided (Class I, Class II, Local, and FDC)?			
L. *Information.*			
(1) What provisions does the operator make for supplying airport and navigation information?			
(2) What means does the operator use to comply with the requirement for an airport data system? Is it adequate?			
(3) Are flightcrews provided with written flightplans for monitoring flight progress and fuel burn?			
(4) How does the operator provide data to flight-followers on takeoff and landing minimums at each airport?			
(5) Do flight-followers have immediate access to such data?			
(6) Are provisions made for nonstandard operations, such as inoperative centerline lighting?			
M. *Fuel.*			
(1) Are all the required increments of fuel provided (start and taxi, takeoff to arrival at destination, approach and landing, missed approach, alternate fuel, 30 minutes of reserve, and contingency fuel)?			
(2) Are there minimum fuel procedures specified for both dispatchers and PICs?			
(3) Are the operator's policies concerning contingency fuel adequate for the environment in which operations are conducted?			
N. *Emergency Procedures.*			
(1) Are emergency action procedures and checklists published and readily available for the following emergencies?			
In-flight Emergency			

FIGURE 6.2.18.2 (Con't)
PART 121 FLIGHT RELEASE JOB AID (SUPPLEMENTAL OPERATIONS)

Item	Yes/No	FAA Response	Operator Reference
Crash			
Overdue or missing aircraft			
Bomb threat			
Hijacking			
O. *Changeover Procedures.*			
(1) Is an adequate overlap provided for the flight-follower being released to brief the oncoming flight-follower on the situation?			
P. *Trip Records.*			
(1) Are the required trip records carried to destination?			
(2) Are trip records retained for 30 days?			
II. FLIGHT-FOLLOWERS			
A. *Qualification.*			
(1) What means does the operator use to comply with the requirement that flight-followers are competent? Is the operator's method effective?			
(2) How does the operator ensure that flight-followers are currently familiar with the areas in which they work?			
(3) How are meteorologists qualified?			
B. *Knowledge of Weather.*			
(1) Are flight-followers knowledgeable about the following weather conditions?			
Surface (fronts, fog, low ceilings, etc.)			
Upper Air (tropopause, jet streams)			
Turbulence (pressure and temperature gradients)			
Severe (low-level windshear, microburst, icing, thunderstorms)			
(2) Can flight-followers read a terminal report, forecast accurately, and interpret the meanings?			
(3) Can flight-followers read various weather depiction charts and interpret the meanings?			
(4) Can flight-followers read upper-air charts and interpret the meanings?			

FIGURE 6.2.18.2 (Con't)
PART 121 FLIGHT RELEASE JOB AID (SUPPLEMENTAL OPERATIONS)

Item	Yes/No	FAA Response	Operator Reference
C. *Knowledge of the Area.*			
(1) Do flight-followers immediately recognize the airport identifiers for the airports in the area in which they are working?			
(2) Are flight-followers generally familiar with the airports in the area in which they are working (number and length of runways, available approaches, general location, elevation, surface temperature limitations)?			
(3) Are flight-followers aware of which airports, in the areas in which they are working, are special airports, and why?			
(4) Are flight-followers aware of the terrain surrounding the airports in the areas in which they are working?			
(5) Are flight-followers aware of dominant weather patterns and seasonal variations of weather in the area?			
(6) Are flight-followers aware of route segments limited by drift-down?			
D. *Knowledge of Aircraft and Flight Planning.*			
(1) Are flight-followers aware of the general performance characteristics of each airplane with which they are working (such as average hourly fuel burn, holding fuel, engine-out, drift-down height, effect of an additional 50 knots of wind, effect of a 4,000-foot lower altitude, crosswind limits, maximum takeoff and landing weights, required runway lengths)?			
(2) Can flight-followers read and explain all the items on the operator's flightplan?			
E. *Knowledge of Policy.*			
(1) Are flight-followers knowledgeable of the OpSpecs, particularly such items as authorized minimums?			
(2) Are flight-followers aware of the policies and provisions of the operator's manual as discussed under policies and procedures?			

FIGURE 6.2.18.2 (Con't)
PART 121 FLIGHT RELEASE JOB AID (SUPPLEMENTAL OPERATIONS)

Item	Yes/No	FAA Response	Operator Reference
F. *Knowledge of Responsibilities.*			
(1) Are flight-followers knowledgeable of their responsibilities under 14 CFR?			
(2) Are flight-followers knowledgeable of their responsibilities under the operator's manual as discussed in paragraph A?			
G. *Proficiency.*			
(1) Are flight-followers competent in the performance of their assigned duties?			
(2) Are flight-followers alert for potential hazards?			
III. FACILITIES AND STAFF			
A. *Physical.*			
(1) Is enough space provided for the number of people working in the flight-following center?			
(2) Are the temperature, lighting, and noise levels conducive to effective human performance?			
(3) Is access to the facility controlled?			
B. *Information.*			
(1) Are flight-followers supplied with all the information they require (such as flight status, maintenance status, load, weather, facilities)?			
(2) Is the information effectively disseminated and displayed? Can information be quickly and accurately located without overloading the flight-follower?			
(3) Are real-time weather displays available for adverse weather avoidance?			
C. *Communications.* Can a flight-follower establish reliable communication with a PIC before release?			
D. *Management.*			
(1) Has overall responsibility for operations in progress been assigned to one individual who can coordinate the activities of all the flight-followers?			
(2) Have procedures been established for coordinating with central flow control?			
(3) Have adequate internal communications links been established?			

FIGURE 6.2.18.2 (Con't)
PART 121 FLIGHT RELEASE JOB AID (SUPPLEMENTAL OPERATIONS)

Item	Yes/No	FAA Response	Operator Reference
E. *Workload.*			
(1) What method does the operator use to show compliance with the requirement to assign enough flight-followers during periods of normal operations and periods of nonroutine operations? Are the operator's methods adequate?			
(3) Do flight-followers have enough time to perform both release and flight-following duties in a reasonable manner?			

FIGURE 6.2.18.3
PART 121 EXTENDED OVERWATER JOB AID

NOTE: This job aid applies to all part 121 operators conducting extended overwater operations.

Inspectors should mark the appropriate response to each item in the "Yes/No" column. Use the "FAA Response" column for notes, regulatory references, or other helpful information. Use the "Operator Reference" column to identify where the item is covered in the operator's manual system.

Item	Yes/No	FAA Reference	Operator Reference
I. POLICIES AND PROCEDURES			
A. *Authorized Operations.*			
(1) Are the areas clearly specified in the GOM in which extended range operations may be conducted according to the OpSpecs?			
B. *Manuals.*			
(1) Is there a section of the general operations manual (GOM) in which the policy and guidance for extended overwater operations?			
(2) Are the topics listed on this job aid adequately covered?			
(3) Is the applicable section of the GOM readily available to flight-followers and flightcrews while they perform their duties?			
(4) Is the operator's GOM current?			
C. *Original Release.*			
(1) Are the conditions clearly stated under which a flight may and may not be released in extended overwater operations?			
(2) Does OpSpec B033(d) allow dispatch under VFR conditions? Are all extended overwater operations conducted under IFR?			
(3) Are the conditions under which a flight must be re-routed, delayed, or cancelled clearly stated?			
(4) Are the destinations listed in OpSpec B050 to which a flight may be dispatched when there are no alternates?			
(5) Are alternates listed for all flights conducted under supplemental rules regardless of the weather?			
(6) Are alternates designated for all flag flights of 6 or more hours?			

FIGURE 6.2.18.3 (Con't)
PART 121 EXTENDED OVERWATER JOB AID

Item	Yes/No	FAA Response	Operator Reference
(7) Have flights been released on flag flights of less than 6 hours without a destination alternative when an alternate was required?			
(8) Do weather forecasts from the trip records show that the limits and alternate weather minimums have been complied with for dispatch?			
D. *Fuel.*			
(1) Are all the required increments of fuel provided (start and taxi, takeoff to arrival at destination, approach and landing, missed approach, alternate fuel, 30 minutes of reserve, and contingency fuel)?			
(2) When aircraft are dispatched without an alternate, is adequate contingency fuel carried for unforecast winds, terminal area delays, runway closures, and other contingencies?			
(3) Are there minimum fuel procedures specified for both PICs and dispatchers or flight-followers?			
(4) Are the operator's policies concerning contingency fuel adequate for the environment in which operations are conducted?			
E. *Release with Special Fuel Reserves.*			
(1) Is the operator authorized special fuel reserves by OpSpec B043? Do all flights released under this OpSpec have the required increments of fuel? Are the increments correctly computed (en route reserve and holding fuel?) Is adequate contingency fuel carried?			
F. *Planned Re-release.*			
(1) Does the operator conduct planned re-release according to OpSpec B044?			
(2) Is the re-release point common to both routes?			

FIGURE 6.2.18.3 (Con't)
PART 121 EXTENDED OVERWATER JOB AID

Item	Yes/No	FAA Response	Operator Reference
(3) Is there separate operational analysis for the two routes prepared, and are they provided to the PIC and the dispatcher or flight-follower?			
(4) Is there fuel planning according to OpSpec B044?			
(5) Are there re-release messages transmitted, acknowledged, and recorded? Does the re-release message satisfy all requirements, including NOTAM and weather information?			
(6) Does the aircraft meet landing performance requirements at the intermediate destination?			
G. *Engine-Out Performance.*			
(1) How does the operator comply with single-engine-out and 2-engine-out performance rules?			
(2) Is the operator's analysis accurate and complete?			
(3) Does the operator provide the PIC and dispatcher or flight-follower with multiple ETPs when required?			
(4) Is guidance provided for the use of single-engine and 2-engine ETPs?			
(5) Does the GOM provide adequate guidance for drift-down or determination of fuel dump requirements?			
H. *NOTAMs.* Are LORAN NOTAMs provided when applicable?			
I. *Information.* How are track messages provided and checked against flightplans?			
J. *MNPS Procedures.* Does the GOM contain information and procedures for navigation in MNPS airspace?			
II. DISPATCHERS AND FLIGHT-FOLLOWERS			
A. *Qualification.*			
(1) Do dispatchers hold U.S. dispatcher certificates at foreign locations when required?			

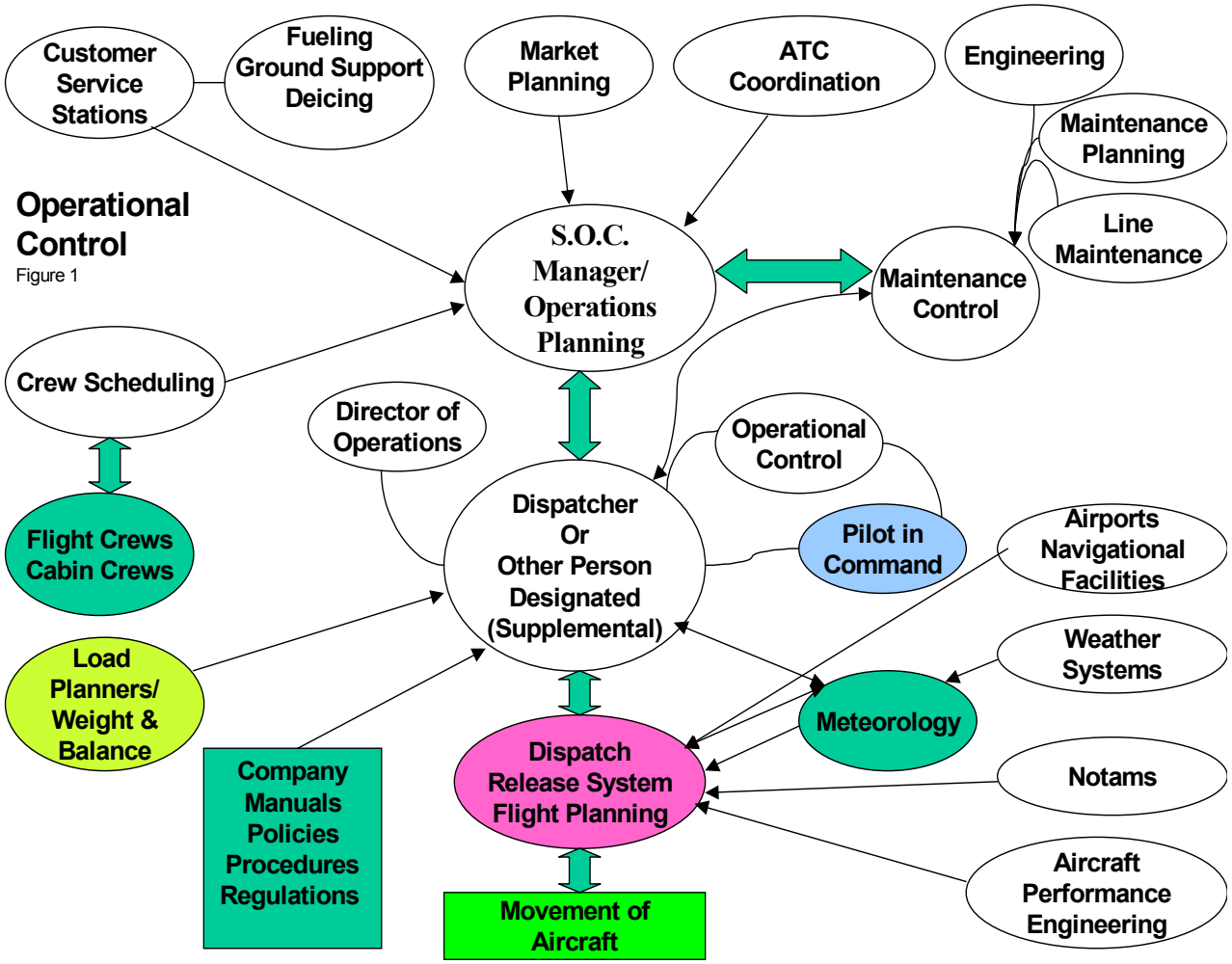
FIGURE 6.2.18.3 (Con't)
PART 121 EXTENDED OVERWATER JOB AID

Item	Yes/No	FAA Response	Operator Reference
(2) How does the operator ensure that dispatchers and flight-followers are currently familiar with the areas in which they work? Are dispatchers given en route familiarization in extended overwater operations?			
B. *Knowledge of Extended Range Operations.*			
(1) Are dispatchers and flight-followers knowledgeable in the performance characteristics of each airplane with respect to overwater considerations (such as average hourly fuel burn, engine-out, drift-down height, engine-out cruise performance, effect of an additional 50 knots of wind on ETPs, effect of a 4,000-foot lower altitude, relationship of single-engine and 2-engine ETPs?			
C. *Knowledge of the Area.*			
(1) Do dispatchers or flight-followers immediately recognize the airport identifiers for the airports in the area in which they are working?			
(2) Are dispatchers or flight-followers generally familiar with the airports in the area in which they are working (number and length of runways, available approaches, general location, elevation, surface temperature limitations)?			
(3) Are dispatchers or flight-followers aware of which airports are special airports in the areas in which they are working, and why?			
(4) Are dispatchers or flight-followers aware of dominant weather patterns and seasonal variations of weather in the area (such as monsoons and jet streams)?			
(5) Are dispatchers or flight-followers aware of the available en route alternates and the characteristics of these airports?			

FIGURE 6.2.18.3 (Con't)
PART 121 EXTENDED OVERWATER JOB AID

Item	Yes/No	FAA Response	Operator Reference
(6) Are dispatchers and flight-followers aware of the available en route alternates and the characteristics of these airports?			
D. *Knowledge of Special Fuel Reserves and Planned Re-release.*			
(1) When special fuel reserves or planned re-release are authorized, are dispatchers and flight-followers thoroughly versed in these procedures and requirements?			

FIGURE 6.2.18.4. OPERATIONAL CONTROL



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